2010

Course Catalog | Education Services

Employee knowledge will steer your organization in the **right** direction. Let's get started.

Table of Contents

About FICO Product Education

FICO Product Education is the principal provider of product education for our clients and partners. Our primary focus is to deliver training that increases our clients' learning efficiencies and success with FICO products. We also have programs that transfer our product training methods and materials to clients and partners.

Currently, we provide client training services for four (5) FICO solutions areas:

- Collections & Recovery
- Decision Management Tools
- Fraud
- Originations

Other groups within FICO deliver specialized education for Customer Management, Scoring, Analytics, Precision Marketing, Marketing Services, and Healthcare solutions.

Our organization offers a range of educational services, including:

- Standard introductory, intermediate, and advanced product courses
- Training planning
- Train-the-trainer programs
- Training project management and consulting
- Go-live client support activities

The majority of our courses are instructor led in the classroom, and coordinated with the product implementation schedule. Our clients and we believe this is the highest value training method for complex software products. Our courses cover the functions, technical features and administration of our products, including how clients can capitalize on the strengths of FICO solutions and technology.

The content of instructor-led courses for each major product group is different; however, we offer the same types of courses and address similar audiences for each product:

Course Type	Intended Audience
Product Fundamentals	End/Users/Analysts, Business Unit Staff, Consultants
Supervisory/Management	Super Users, Business Managers, System Administrators
Development/Technical	Applications/Workflow Developers, Statisticians
Maintenance/Administration	IT Staff, System and Database Administrators

Our courses are highly interactive and hands-on, including exercises, case studies, and labs. We also supplement classroom instruction with web-based seminars and training modules; these are particularly useful for clients seeking overview and topical training, and FICO employees who want to self-pace their training or work remotely.

We standardize the training materials for each product, ensuring consistency and quality in content and delivery. Based on our clients' unique requirements, we will customize the training agenda (versus the materials), and integrate knowledge of the organization, operations, roles and product implementation.

Please note that our training materials are FICO intellectual property and cannot be distributed to anyone, without authorization from our group. We offer licensing agreements to clients and partners who wish to use our materials.

Most of our courses are delivered at our clients' locations. Our client on-site courses are priced at a fixed fee for one instructor and a maximum number of participants, plus instructor's travel expenses. Course pricing varies based on product and targeted audience. Courses that are delivered at FICO training centers are typically organized for 'open enrollment,' meaning that clients and partners can purchase individual seats, and can expect to potentially attend with other clients, partners, FICO personnel. We also offer training packages for clients seeking a volume-based price.

Our services span the full life cycle with our clients – before, during, and after product implementation. We also work closely with FICO cross-functional teams throughout product release cycles, developing and updating courses and ensuring our instructors remain current on FICO technologies and solutions.

The best reasons for working with FICO Product Education:

- Formalized training is critical to clients' success with FICO products.
- We transfer knowledge and know-how that is unique to FICO.
- We have substantial investments in qualified instructors and high quality courseware.
- We are the software vendor's education practice and are therefore most accountable.
- Training is an integrated part of the implementation schedule, ensuring rapid and relevant application of learning.
- Clients derive considerable ROI (e.g., learning efficiencies) for a relatively modest investment in training.
- Our consultative approach focuses on the client's specific needs and environment, and our courses are hands-on.

Our goal at FICO is to continually improve the quality of our training programs so that we are consistently exceeding our clients' learning expectations.

Beth Galdieri
Senior Director, Product Education

Contact Us

For FICO employees who need to *request internal or client related training,* or if you have ***general questions***, please email: RequestProductEducation@fico.com. We make every effort to respond to your inquiries and requests within 72 hours.

We have a special email box for **clients and partners** so that we can ensure prompt service—we will respond within 24 hours. **Clients and partners** can direct their questions, feedback, and requests to: producteducation@fico.com

Worldwide Training Locations

FICO maintains training facilities in a number of locations worldwide. Clients can come to any of these sites for classroom offerings. Our major training centers are listed below.

There are instances when we can deliver courses at other FICO sites, depending on client location and the availability of instructors. We also travel to clients' locations to deliver courses, as needed.

US Training Centers:

- San Diego, California
- San Rafael, California
- Norcross, Georgia
- New York, New York

International Training Centers:

- Bangalore, India
- London, UK
- Singapore

Debt Manager™ v6 – 7 Solution Core Fundamentals

Course Name	Core Fundamentals
Duration	5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Super User, Supervisor / Manager, Business Analyst, System Administrator
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

The Debt Manager Solution Core Fundamentals course is designed to provide a solid foundation of the Debt Manager product, and includes the following:

Product Overview - specifically designed to introduce students to the fundamental concepts behind the Debt Manager™ system. Students will participate in an open discussion about the Debt Manager Solution collection and recovery philosophy; understand key terminology and functionality and the benefits available in the product.

Topics

- Introduction
- Terms & concepts
- Functionality
- Benefits
- Components of Debt Manager solution

Debt Manager Solution Account Enquiry is specifically designed to introduce students to the fundamentals of how end users specifically work and update accounts. Through a scenario driven delivery method, participants will learn Account Enquiry in Debt Manager Solution. Students will work through scenarios that will mimic the real life activity of a collector/recoverer.

Topics

- Introduction
- User navigation
- Performing account functions
- Working accounts in the Debt Manager solution
- Viewing account financial & history information
- Utilizing extra details (user defined fields) to contain additional data
- Account perspectives: router account, debt, third party, & security item (collateral)

Debt Manager Solution Account Enquiry for Web Configuration - teaches participants how the client can configure the Account Enquiry screens so that they can determine what information displays in certain areas of the screens and how to establish what standard screens display based on a users job level in the organization. This will allow you to significantly control the look and feel of the web Account Enquiry screens. Also, you will learn how to configure the User Defined Region and write scripts so that based on an accounts current situation, you can guide the user on the appropriate steps to take on each account.

Topics

- Introduction
- User role configuration (used to construct the screens, actions, navigation and toolbar options for end users while in account enquiry)
  - Setting up the role configuration tool
  - Using the role configuration tool
  - Creating a new role (based on a user's role in your organization, you can have different screen sets)
  - Configuring & deleting a role
- UDR (User Defined Region that is a scrollable 'reserved area' on the user's screen that can be configured to display specific data fields that are stored in the Debt Manager solution database)
  - Key points about UDR
  - Configuring the UDR
- Scripting (allows the client to script what a user should say to a customer when they call in or how to handle certain situations)
  - Key points about scripting
  - Configuring the scripts
- Collector dashboard
  - Key points about collector dashboard
  - Configuration of pre con panels for: credit card, current account, mortgage, secured loan, unsecured loan and telecom
  - Single and multi product views

Debt Manager Solution Work Queues - teaches students how to access the System Administration module and learn how to build user profiles, grades, work groups, financial limits, account allocation rules, and time zones. After the work group parameters are established, users will view collector, supervisor and manager work queue's and functions and practice working accounts from a queue.

Topics

- Introduction
- Creation of a new user profile
  - Setting up grades, users, and financial limits in system administration
- Establishing work groups & assigning users
  - Setting up groups and assigning supervisors and users in system administration
  - Understanding how accounts are allocated to work groups and users
  - Work queue builder process
  - Work queue queries
- Work queue types

  - Individual work queue (only the individual has access to work accounts assigned to them)
  - Shared work queue (where a group of users have access to a common pool of accounts)
  - Supervisor, center manager and manager work queues
- Working a queue of accounts
  - Access account enquiry and action accounts
  - Work scheduler (if the user belongs to multiple groups, then they can use this to determine the priority in which queue of accounts they work first, second and so on.)
- System administrator/manager related tasks
  - Work queue administration (where a manager can move accounts temporarily from one user to another)
  - Account ownership transferrable (where a manager can move accounts permanently from one user to another)
- Deleting a user from the system
- Time zones (how to configure time zones so that accounts appear in user's queues when it is an appropriate time to contact them)

Debt Manager Solution System Administration - provides students with a good understanding of System Parameters, specifically how to structure their organization, and the available functionality that can be used in how accounts are established and processed. It is specifically designed to help students evaluate the various parameter setup needed in the Debt Manager solution and how to construct these rules and parameters around your organization.

Topics

- Introduction
- Client organization set up
  - Client code & debt types (where you define how accounts are segmented within your organization)
  - Debt type & debt item literals (where you can change field names to have a more meaningful name for your users; this is primarily used for Client Server-only clients)
- Generic extra details
  - How to set up user defined fields that either the system or a user can update
- Diary, action note codes, & promise to pays (PTP)
  - How to create the framework for diary, action note codes and PTP's or flexible installment plans
- Third parties
  - How to establish third party types
  - Set up each third party that can be associated with an account (agent/agency, attorney, etc.)
- Account statuses & codes
  - Class & status codes
  - Generic Codes
- Security Items

  - Where you set up what types of security/collateral that will be stored in the database
  - How to link a piece of security/collateral to an account
- System defaults
  - System control file, system literals (Client Server only), system options, system categories,
  - System transaction types, and system third parties

Debt Manager Solution Accounting Parameters - teaches participants how to establish and maintain the Accounting Parameters in the System Administration module regardless of whether it will be used as system of record or not. It is specifically designed to teach students accounting functions of the Debt Manager solution.

Topics

- Essential accounting setup
  - Setting up accounting periods, posting categories and transaction types
- Accounting rules
  - Transaction rules (specifies whether a transaction should be applied as credit or debit and to which control accounts a transaction should be applied to)
  - Apportionment rules (if a credit transaction is applied to an account, these rules specify how the account balances should be paid off)
- Debt Manager solution ledger & reporting
  - Control accounts
  - Key files that store accounting data
- Accounting and system administration
  - Review other financial related tables (currencies, user financial limits, & system control file)

Debt Manager v6 – 7 Solution Agency Management

Course Name	Agency Management
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	OCA Manager, Business Analyst, System Administrator
Prerequisites	Product Overview
Required Skills	Intermediate Windows operating system skills

Course Description

This course will provide the students with a good understanding of how agency creation, direct or group assignment through strategic decisioning in routers and Agency Management parameters work together to provide a seamless integration and effective management of your agencies with the Debt Manager solution. It is specifically designed to teach students the functions of the Agency Management application.

Topics

- Introduction
- Creation of agency/account management strategies overview
- Batch process (agency management programs)
- ScoreNet® network/partner.net overview
- Agency allocation rules
- Agency reports
- Introduction
- Agency management overview
- Agency management configuration in system administration
- Creation of agency/account management strategies & account assignment
- Batch process
- Agency audit
- Agency reports
- Complimentary FICO products
- Data file layout review
- Considerations/obstacles to implementing agency management

Debt Manager v6 – 7 Solution Database

Course Name	Database
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Business Analyst, Workflow Designers, System Administrator
Prerequisites	Product Overview, Account Enquiry, Router Maintenance/RouteMaster, System Administration, Work Queues
Required Skills	Intermediate Windows operating system skills

Course Description

This Database course will help teach you the main tables that support Debt Manager Solution. Through the use of exercises, you will be able to understand how to query the database and pull out key information from a particular table of group or tables and perform table linking. Also, you will learn the main ways Debt Manager solution uses queries to accomplish certain system activities.

Topics

- Introduction
- Core data model
  - Covers the main 5 entities of Debt Manager solution (router, name, debt item, third party, & security)
- Data dictionary and table categorizations
  - Important database tables/exercises
- Internal Debt Manager solution queries
  - Work queue queries
  - Ad hoc queries
  - Event queries
  - Inline queries
  - MARR (Multiple Account Re-routing) queries

Debt Manager v6 – 7 Solution RouteMaster

Course Name	RouteMaster
Duration	3 days (***Note:*** Course will take 5 days if a translator is used)
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Business Analyst, Workflow Designers, System Administrator
Prerequisites	Product Overview
Required Skills	Intermediate Windows operating system skills

Course Description

RouteMaster will teach participants the basic components of taking existing sample business account workflows and converting them into routers and testing them. It is specifically designed to provide students with an introduction to the functions of building routers from the ground up in this unique graphical tool that easily allows management to visually view business flows.

Topics

- Introduction
- Router process overview
- Designing a router
- RouterMaster navigation
- Router and event creation
- Building a router
- Router extra details versus generic extra details (user defined fields)
- Exceptions, action notes & acknowledgements
- Test conditions & auto actions
- User parameters
- Query conditions
  - One-off conditions versus monitoring conditions (router categories that allow you to test once or monitor accounts to determine if a test has become true)
- Pointers (where you can set common triggers in a router such as how to handle accounts where a PTP payment is missed)
- Subroutines (a type of router that can be set up for common processes so that the process does not need to be recreated in several routers)
- Activity based costing (allows you to associate costs, fees and charges with events or steps in a router)
- Adhoc & automatic letters
- Multiple router cases (allows an account to be processed by multiple routers simultaneously)
- Change management
- MARR's—Multiple Account Re-routing (will redirect accounts in mass from one process to another)
- Batch process
- Test plans

Debt Manager v6 – 7 Solution Router Maintenance

Course Name	Router Maintenance
Duration	3 days (***Note***: Course will take 5 days if a translator is used)
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Business Analyst, Workflow Designers, System Administrator
Prerequisites	Product Overview
Required Skills	Intermediate Windows operating system skills

Course Description

Router Maintenance will teach participants the basic components of taking existing sample business account workflows and converting them into routers and testing them. It is specifically designed to provide students with an introduction to the functions of the Router Maintenance application and the various steps involved in designing routers from the ground up.

Topics

- Introduction
- Router process overview
- Designing a router
- Router maintenance navigation
- Router and event creation
- Building a router
- Router extra details versus generic extra details (user defined fields)
- Exceptions, action notes & acknowledgements
- Test conditions & auto actions
- User parameters
- Query conditions
- One-off conditions versus monitoring conditions (router categories that allow you to test once or monitor accounts to determine if a test has become true)
- Pointers (where you can set common triggers in a router such as how to handle accounts where a PTP payment is missed)
- Subroutines (A type of router that can be set up for common processes so that the process does not need to be recreated in several routers)
- Activity based costing (allows you to associate costs, fees and charges with events or steps in a router)
- Adhoc & automatic letters
- Multiple router cases (allows an account to be processed by multiple routers simultaneously)
- MARR's—Multiple Account Re-routing (will redirect accounts in mass from one process to another)
- Batch process
- Test plans

Debt Manager 8 Overview

Course Name	Debt Manager 8 Overview
Duration	0.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Collectors, Super users, Supervisors, Manager, Analysts, System Administrators, Risk Management
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Product Overview - specifically designed to introduce students to the fundamental concepts behind the Debt Manager™ system. Students will participate in an open discussion about the Debt Manager Solution collection and recovery philosophy; understand key terminology and functionality and the benefits available in the product.

Topics

- Introduction
- Terms & concepts
- Functionality
- Benefits
- Components of Debt Manager solution

Debt Manager 8 Collector Guide

Course Name	Debt Manager 8 Collector Guide
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Collectors, Super users, Supervisors and Manager
Prerequisites	Overview, collection experience desirable
Required Skills	Intermediate Windows operating system skills

Course Description

The Collector guide training class is specifically designed to introduce students to the fundamentals of how end users, supervisor, manager work and update accounts. Through a scenario driven delivery method, participants will learn the Collections screens in Debt Manager, Supervisors will learn how to control their team and users. Managers will be able to Manage all of the teams and individuals working in their organization. The course also takes the users into their Work Queues enabling them to get the best out of working Customer accounts through the user interface.

Topics

- Home Page
- Collector Navigation
- Short Cuts
- Working with Case Information
- Working with Involved Parties
- Promises and Plans
- Legal

Debt Manager 8 System Administration

Course Name	Debt Manager 8 System Administration
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Business Analyst, System Administrator
Prerequisites	Overview, Collector course
Required Skills	Intermediate Windows operating system skills

Course Description

This course will provide students a good understanding of System Administration, specifically how to structure their organization, and the available functionality that can be used in how accounts are established and processed. Specifically designed to help students evaluate the various parameter setup needed in Debt Manager and how to construct these rules and parameters around your organizations. The course also takes the user into the configuration of Operational Rules, determining what can be changed and the impact that changes on the daily operations of the organization.

Topics

- Access and Navigation
- Domain Values Management
- Personal Details
- Contact Details
- Collecting Organization
- Client Organization
- Customer
- Account
- Collateral
- Involved Parties
- Relationships
- Action Contact Result
- Financials
- Work Queues
- Correspondence
- Legal
- Business Rules
- Security Administration

Debt Manager 8 Decision Management

Course Name	Debt Manager 8 Decision Management
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Risk Management, Business Analyst, Workflow Designers, System Administrator
Prerequisites	Overview
Required Skills	Intermediate Windows operating system skills

Course Description

This course takes the Strategic (Risk) team through the configuration of Strategies. Working through Collections and Recovery strategy design phase, before then configuring the Strategy using the Decision Management System.

Topics

- Overview
- Application Access and Navigation
- Collections Scores
- Decision Variables
- Collections Treatment Area
- Workout Area
- Task Library
- Adaptive Control
- Action Simulation
- Reporting

Debt Manager 8 Workflow Management System

Course Name	Debt Manager 8 Workflow Management System
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Operations Management, Business Analyst, Workflow Designers, System Administrator
Prerequisites	Overview
Required Skills	Intermediate Windows operating system skills

Course Description

This course takes the Operational team through the configuration of Treatment Workflows. The configuration of the Workflows will use the Workflow Management Systems drag and drop feature to build the Treatment Workflows. The course will take the user through understanding the relationship between WMS and DMS, then on to looking at example Workflows before allowing the user to configure their own workflows using given exercises. The final part of the course will be the testing of the Treatment Workflow and then how the Treatment Workflow is deployed.

- Overview
- Application Access and Navigation
- Workflow Build
- Interrupt Process
- Workflow Management System Operational Processing
- Copying Modules and Treatment
- Treatment Workflow Unit Testing
- Treatment Workflow Deployment

RMS™ Solution Recoverer/Collector

Course Name	Recoverer/Collector
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	End User, Recoverer/Collector, Supervisor, Manager, Non-Collector
Prerequisites	None
Required Skills	None

Course Description

The Recoverer/Collector training course allows the student to create and work a schedule, modify account information, find an account, view history on accounts and view the work of others if possible. The Recoverer/Collector training course is specifically designed to introduce students to the fundamentals of the concepts behind the RMS™ solution system. Students participate in an open discussion about the RMS solution recovery philosophy, building schedules and working and updating accounts.

Topics

- Overview of RMS™ solution
- RMS solution recovery philosophy
- Working with accounts
- Dashboard (depends on platform)
- Recoverer work screen
- Collateral tracking
- Add an account
- Find an account
- Account functionality
- Schedules
- Building work schedules—online & batch
- Supervisor options

RMS Solution Financial Posting

Course Name	Financial Posting
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Non-Collector, Supervisor, Manager
Prerequisites	Recoverer/Collector Training
Required Skills	None

Course Description

The Financial Posting course allows the student to—enter financial, non-financial and memo transactions on accounts, view and track financial history of the account, post payments via batch processing, and post judgment information. This hands-on workshop teaches participants to understand how RMS solution manages the financial transactions and account balance characteristics inherent in RMS solution with regards to the tracking and posting of transactions at the account level and in batch.

Topics

- Transaction codes (financial, memo and non-financial)
- Payment posting process
- Tracking payments/viewing financial history
- Posting judgment information
- Batch payment posting
- Billing

RMS Solution System Maintenance

Course Name	System Maintenance
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, System Administrator, Project Team Member
Prerequisites	Recoverer/Collector Training
Required Skills	None

Course Description

The System Maintenance course will allow the student to create and maintain transaction, status, miscellaneous and activity codes, establish lending organizations and officer codes, design letter templates and generate documents, discuss the user defined fields and codes and understand the system controls available to the administrator. This hands-on workshop provides students with a good understanding of system parameters, specifically how to structure their organization, and the available functionality that can be used to determine how accounts are established and processed.

Topics

- System codes
  - Transaction codes, financial and non-financial
  - Status and activity codes
  - Product/loan type codes
- Lending organization structure and codes
  - Officer codes
  - Recovery organization structure and codes
  - Recoverer codes
- Miscellaneous codes
  - Court codes
- System parameters/system controls
- System parameters
- Field security/labels
- System file paths
- System controls (depends on platform)
- User security
- History archive
- Correspondence
- Letter template design
- Keywords
- Letter generation options
- Collateral tracking
- Working with collateral

- Collateral codes

RMS Solution Agency Management

Course Name	Agency Management
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, System Administrator
Prerequisites	Recoverer/Collector Training
Required Skills	None

Course Description

The Agency Management course allows the student to create account management strategies, utilize debt placement services to send and receive agency and attorney files, establish agency allocation rules and maintain agency management reports. This hands-on workshop provides the students a good understanding of how agency creation, direct or group assignment through strategic decisioning in decision managers and agency management parameters work together to provide a seamless integration and effective management of your agencies within RMS solution.

Topics

- Creation of account management strategies
- System administration setup
- Batch process
- Debt placement services overview
- Agency allocation rules
- Agency management reports

RMS Solution Decision Manager

Course Name	Decision Manager
Duration	.75 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, System Administrator
Prerequisites	Recoverer/Collector Training
Required Skills	None

Course Description

The Decision Manager course allows the student to mange the end-of-day process, automate account movement according to status codes, balances, agency placement, etc., execute modeling to test account movement and manage correspondence with RMS solution. This hands-on workshop teaches participants the basic components of designing Decision Managers (business workflows) through instruction and creating several sample Decision Managers and testing them.

Topics

- Overview
- Decision Manager table creation
- Modeling versus updating
- End of day processing of Decision Manager tables

RMS Solution AS/400 Reports and Query

Course Name	Reports and Query (AS/400 Only)
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, System Administrator
Prerequisites	Recoverer/Collector Training, Decision Manager
Required Skills	None

Course Description

The Reports and Query course allows the student to design and run queries, complete report queries and maintain existing queries. This hands-on workshop teaches participants the basic components of designing effective queries and utilizing queries as a tool to perform reporting.

Topics

- Query design/functionality
- Setup of query
- Report queries
- Maintenance queries
- Decision Manager queries

RMS Solution Batch Processing Overview

Course Name	Batch Processing Overview
Duration	.25 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, System Administrator
Prerequisites	Recoverer/Collector Training, System Maintenance
Required Skills	None

Course Description

The Batch Processing course allows the student to understand how accounts are imported and maintained in RMS solution. This overview workshop provides users an understanding of how end-of-day processing handles account movement, posting financials, running update programs, generating correspondence or billings statements and reports in RMS solution.

Topics

- Overview
- Import new accounts
- Variable interest rate accrual
- Agency pre-edit
- Credit history update
- Online batch processing
- Maintenance processing
- Agency assignments
- Collector summary
- Clear work queues
- Assign activities by status
- Batch work queue build
- Clear work files and save journal

Blaze Advisor® 6.x Rule Maintenance Application

Course Name	Blaze Advisor Rule Maintenance Application
Version	6.x
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Developers
Prerequisites	Blaze Fundamentals
Required Skills	Strong Java programming skills

Course Description

This course is designed to provide the developers with skills required to develop rules templates to create rule maintenance applications (RMA) for business users to author and maintain complex rules. Discussion in class includes best practices in creating a rule maintenance application. The students will start with building a simple RMA, then progress to building complex RMA.

Topics

- Introduction to RMA
- Creating a simple RMA
  - Process of designing an RMA
  - What are placeholders, value holders and providers?
  - Creating placeholders, value holders and providers
  - Reusing value holders
  - What are templates and instances?
  - How to generate instances?
  - Using the RMAG to generate the RMA interface
- Creating a rule template
  - What is a rule template?
  - Why use a rule template?
  - Deriving a rule template from a rule set
  - Designing a good RMA in relation to the business problems
  - Creating an action code template
  - Types of providers and the usage
  - Creating a condition code template
  - Creating user defined providers
  - Creating a user defined list provider
  - Using Conditional Rendering
- Creating a rule flow
- Creating Custom Providers
- brUnit testing in the RMA
- (Optional) Repository Access Management

Blaze Advisor 6.x Fundamentals Cobol for Developers

Course Name	Blaze Advisor Fundamentals for Developers
Version	6.x
Duration	4 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Blaze Advisor developers
Prerequisites	None
Required Skills	Some programming background

Course Description

This class provides students with a solid foundation for developing their first Blaze Advisor enabled application. Included within this class are sections devoted to rule writing, rule authoring, and rule deployment. Students will write rules within the Integrated Development Environment, create easy-to-use templates that allow non-technical business users to create new, or modify existing rules. And finally, the students will have an introductory lesson on deploying the rule project as a rule service.

Topics

- Blaze Advisor overview
- Business rule repository and repository best practices
- Introduction to object oriented concepts
- Business object model
- Rules and rulesets
    - Introduction to rule writing
    - Advanced rule writing – patterns
    - Best practices
- Testing
- Decision metaphors
    - Decision table
    - Decision tree
    - Score model
- Ruleflow
- Functions
- brUnit
- Verification Services
- Debugging and performance tracking
- Management properties, queries and comparison query
- Introduction to Advisor rule service deployment

Blaze Advisor 6.x Fundamentals Java for Developers

Course Name	Blaze Advisor™ Fundamentals for Developers
Version	6.x
Duration	4 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Developers responsible for creating and maintaining rule projects in the Builder IDE.
Prerequisites	None
Required Skills	Some Java programming background and familiarity with object oriented concepts is a must.

Course Description

This class provides students with a solid foundation for developing their first Blaze Advisor™ system enabled application. Included within this class are sections devoted to rule writing, rule authoring, and rule deployment. Students will write rules within the Integrated Development Environment, create easy-to-use templates that allow non-technical business users to create new, or modify existing rules. And finally, the students will have an introductory lesson on deploying the rule project as a rule service.

Topics

- Blaze Advisor overview
- Business rule repository and repository best practices
- Business object model
- Rules and rule sets
- Introduction to rule writing
- Advanced rule writing 1 – quantified conditions
- Advanced rule writing 11 – patterns
- Best practices
- brUnit
- Decision metaphors
  - Decision table and Decision tree
  - Score model
  - Decision graph
- Ruleflow
- Rule engine modes
- Functions
- Verification Services
- Debugging and performance tracking
- Introduction to rule maintenance application
- Management properties, queries, project comparison queries and filters
- Introduction to Lifecycle Management
- XML and JDBC business object models
- Introduction to Advisor rule service deployment
- PMML Import

Blaze Advisor™ for Business Rule Analyst

Course Name	Blaze Advisor™ For Business Rule Analyst
Version	6.x
Duration	2.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Business rule analyst, business rule application project manager, stakeholders of the business rule application.
Prerequisites	None
Required Skills	Some computer skills

Course Description

This course is aimed at the business rule analysts and stakeholders of the business rule application project. The course provides the business rule analyst a foundational knowledge in business rules application requirement gathering and project documentation. This knowledge includes an understanding of business rules, project lifecycle, FICO's rule harvesting process and documentation, and Blaze Advisor software capabilities.

Topics

- Introduction to Business Rules
- Project Lifecycle, Roles and Responsibilities
- Rule Harvesting Process
- Introduction to Blaze Advisor
- Rule Maintenance Applications
- Decision Metaphors
  - Decision Table
  - Decision Trees
  - Scorecard
- brUnit Testing in the RMA
- Rule verification in the RMA

Blaze Advisor 6.x Rule Server

Course Name	Blaze Advisor Rule Server
Version	6.x
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Developers, System Architects, System Integrators
Prerequisites	None
Required Skills	A solid knowledge of the Java or other object-oriented programming language, network, middleware, and server architectures

Course Description

This course is designed to provide the skills required to deploy a Blaze Advisor Rule Application. It shall cover both introductory and advanced topics relevant to deploying Blaze Advisor Rule projects in either a single-user or multi-tier distributed enterprise environment. The students will learn the underlying architectural components that support Blaze Advisor deployment in various environments and the different implementations and configuration options in a simulated production environment.

Topics

- Advisor rule server basics
- Quick Deployer
- Server configuration
- Stateless server
- Pre-compiled projects
- Stateless EJB deployments
- Data marshalling strategies
- Web service deployments
- Deployment manager
- Deployment manager events
- Server monitors
- Exception handling
- Remote debugging
- Life cycle management
- (Optional) Stateful EJB deployment
- (Optional) Asynchronous stateful server

Blaze Advisor 6.x .NET Fundamentals for Developers

Course Name	Blaze Advisor Fundamentals for Developers
Version	6.x .NET
Duration	4 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Blaze Advisor developers who are responsible for creating and maintaining rule projects in the Builder IDE.
Prerequisites	None
Required Skills	Background in OO programming language is required. C#, ASP.NET is helpful.

Course Description

The class provides students with a solid foundation for developing their first Blaze Advisor enabled application. Included within this class are sections devoted to rule writing, rule authoring, and rule deployment. Students will write rules within the Integrated Development Environment, create easy-to-use templates that allow non-technical business users to create new, or modify existing rules. And finally, the students will have an introductory lesson on deploying the rule project as a rule service.

Topics

- Blaze Advisor™ overview
- Business rule repository and repository best practices
- .NET Business object model
- Rules and rulesets
- Introduction to rule writing
- Advanced rule writing 1 – quantified conditions
- Advanced rule writing 11 – patterns
- Best practices
- BrUnit test
- Decision metaphors
    - Decision table
    - Decision tree
    - Score model
- Ruleflow
- Rule engine modes
- Functions
- Verification
- Debugging and performance tracking
- Introduction to rule maintenance application
- Management properties, queries and filters
- Introduction to lifecycle management
- XML and JDBC business object models
- Introduction to Advisor rule service deployment
- PMML Import

Blaze for TRIAD®

Course Name	Blaze For TRIAD
Duration	5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel who are involved in TRIAD customization using Blaze Advisor
Prerequisites	None
Required Skills	Solid Knowledge of TRIAD, copybooks used in TRIAD, and PCTMS. Some OO programming background and xml will be helpful.

Course Description

In the TRIAD environment, Blaze Advisor is used as a tool to generate COBOL codes. This enables TRIAD users to add customization to their extremely rich TRIAD environment. The course is divided into two parts. The first part of the course is an introduction to Blaze Advisor. In this section, the participants will learn to use Blaze Advisor as a programming tool. The focus of this section will be on creating projects, importing Copybooks into Blaze, SRL (Structured Rule Language), decision tree, score models, functions, testing and Blaze debugging tools. The second part of the course focuses on the TRIAD projects used for customization in different business areas. The participants are taught how to modify the project to implement the desired customization.

Topics

- Blaze Advisor Overview
- Blaze Advisor Basics
- Blaze Advisor Components
  - Business Object Models
  - Ruleflows
  - Rulesets
  - Decision Trees
  - Score models
  - Testing inside Blaze Advisor using XML
  - brUnit Testing
  - Debugging tools
  - Verification tools
- SRL Overview
  - SRL Terminologies
  - SRL Flow Control
  - SRL Operations
  - Functions
- COBOL codes generation
- Interaction Points with TRIAD
- Custom Characteristics
- Testing strategies for Blaze TRIAD projects
- Custom Scorecard
- Custom Keys
- Additional Blaze Advisor Projects
  - Limit Apportionment
  - Authorization

Blaze Advisor SmartForms

Course Name	FICO™ Blaze Advisor® SmartForms module
Version	6.x
Duration	1.5 days - add on to RMA or Blaze Fundamentals
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Rule developers
Prerequisites	Blaze Fundamentals
Required Skills	Experienced user of Blaze Advisor Builder IDE

Course Description

This class is for developers who build business applications using FICO™ Blaze Advisor® SmartForms®. It provides a foundation for developing Web forms using SmartForms technology and their integration with Blaze Advisor rule projects. Included in this class are sections that discuss Smartforms architecture, SmartForms foundational concepts, SmartForms development, integration with Blaze Advisor test methodology and finally SmartForms deployment architecture.

Topics

- SmartForms Overview
- SmartForms Design Overview
- SmartForms Ruleset and Event Rules
- Testing Forms
- Deploying Standalone Web Applications
- Integrating SmartForms with Blaze Advisor Project
- Testing Webflow in Builder IDE
- Deploying Webflow Applications
- Deploying SmartForms Portlet Application
- Deploying SmartForms Offline Validation Services
- Data Submitter and Retriever
- SmartForms Processor

Blaze Advisor Decision Simulator

Course Name	FICO™ Blaze Advisor® Decision Simulator Module
Version	6.x
Duration	1.5 days – add on to RMA
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Rule developers
Prerequisites	SRL and RMA building experience
Required Skills	Experienced user of Blaze Advisor Builder IDE, SRL and RMA

Course Description

The FICO™ Blaze Advisor® Decision Simulator Module gives you the ability to quickly add simulation capabilities to your rules projects. Simulations allow you to run historical data through your latest rules and create reports to analyze the potential business impact prior to moving rule changes into production. This helps business users to identify and avoid unexpected business consequences that might be missed by unit testing alone. Simulation also provides a safe environment to improve rules by comparing two or more competing rule strategies to see which approach best meets your business goals. This hands-on class provides the students with a foundation to create, manage, test, generate and use simulation projects within their Blaze Advisor® rules management system. Students will connect to historical data, add business facts and create calculations that provide relevant metrics to the business. Students will test the simulation project and generate a decision simulation application (DSA) that links to a rule maintenance application (RMA). A final discussion will identify tips and techniques for adding simulation to an existing rule development methodology.

Topics

- Introduction to Decision Simulator
  - What is Decision Simulator?
  - Why should you use Decision Simulator?
  - Examples of business rule simulations
- Creating a simulation project
  - Configuring target rule service, entry point and arguments
  - Creating & managing scenarios
  - Mapping input and output data
  - Creating simulation objects & calculations
  - Creating templates for Simulation calculations and configurations
  - Configuring & managing reports
- Using simulations
  - Testing simulation flow in Builder
  - Generating & using a Decision Simulation Application
  - Incorporating simulation into your rule development methodology

Model Builder for Predictive Analytics for Scorecard Module

Course Name	MBPA for Scorecard
Duration	4 days
Delivery Method	Classroom. A combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, Modeler
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

This course discusses the fundamentals of the base Model Builder application and the Scorecard module. This lab-based, hands-on course will walk participants through the data preparation process, learning terminology such as activities, processes and configurations. Users will learn how to read data into Model Builder, analyze, explore, filter, and manipulate data using appropriate Model Builder pre-defined activities. The user will also learn how to code variables to enrich the information available for modeling.

Upon completion of this three-day course, participants gain an overview of the mathematical underpinnings of Scorecard to address analytic problems. Participants will be able to build and scale a scorecard model, using manual or automated binning, score engineering, and manual or automated characteristic selection. Participants will also learn how to evaluate the quality of a scorecard.

Topics

- Modeling methodology
  - Formulate a plan
  - Choose the right tool
- Model Builder overview
  - The big picture
  - Project navigation
  - Getting started
  - Where to find help
- Reading and manipulating data
  - Accessing data
  - Exploring data
  - Preparing data
- Java for Model Builder
  - Generating variables
- Concepts of scoring
  - Evaluation methods
  - Scoring definitions
  - Overview of scorecard building
- Auto fine binning
  - Overview
  - Character string / discrete numeric variables
  - Ordered numeric variables
- Auto coarse binning
  - Overview
  - Character string / discrete numeric variables
  - Ordered numeric variables
- Building scorecards on the known population (known good bad)
  - Conceptual approach
  - Manual variable selection
  - Automated variable selection
- Performance inference
  - Overview
  - Population flow example
  - Evaluating inference results
- Building scorecards on the through the door population (all good bad)

- Conceptual approach
- Score engineering
- The penalty term
- Fitting the scorecard
- Scaling the scorecard
- Evaluating scorecard performance

Model Builder Basic and Data Spider

Course Name	Model Builder Basic and Data Spider
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, Modeler
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

In this session, participants will learn the fundamentals of Data Spiders (i.e. background, functionality, etc.), and work hands-on with the software using sample data. Participants will learn how to set up and run Data Spiders, as well as how to interpret the Data Spiders results to identify more powerful characteristics for inclusion in predictive models.

Topics

- Model Builder overview
  - The big picture
  - Project navigation
  - Getting started
  - Where to find help
- Reading and manipulating data
  - Accessing data
  - Exploring data
  - Preparing data
- Java for Model Builder
  - Generating variables
  - Data preparation
  - Variable creation
- Data Spiders in Model Builder
  - Overview of Data Spider
- Data Spiders algorithm
- Preparing to use Data Spiders
- Setting up a project
- Running a project and evaluating results

Model Builder and Segmentation ART Module

Course Name	Model Builder and Segmentation ART module
Duration	4 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, Modeler
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

In this session, participants will learn the fundamentals of Segmentation ART (i.e. background, functionality, etc.), and work hands-on with the software using sample data. Participants will learn how to set up and run Segmentation ART to identify splitting thresholds and segmentation schemes that can be used to build a powerful suite of segmented models. This session will also show participants how to tune the parameters used by the Genetic search algorithm manually and how to modify the generated trees to incorporate domain expertise or address other business factors. Report production and interpretation will also be discussed.

Topics

- Model Builder overview
  - The big picture
  - Project navigation
  - Getting started
  - Where to find help
- Reading and manipulating data
  - Accessing data
  - Exploring data
  - Preparing data
- Java for Model Builder
  - Generating variables
  - Data preparation
  - Variable creation
- Segmentation analysis theory
- Art algorithm and theory
- Setting up splitters
- Setting up segmentation activity
- Running activity and reviewing results
- Building and testing candidate schemes
- Selecting final segmentation scheme

Model Builder for Scorecard + Data Spiders + Segmentation ART Module

Course Name	Model Builder for Scorecard + Data Spiders + Segmentation ART Module
Duration	5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, Modeler
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

This course will teach participants the fundamentals of the base Model Builder application and the Data Spiders module. This lab-based, hands-on course will walk participants through the data preparation process, learning terminology such as activities, processes and configurations. Users will learn how to read data into Model Builder, analyze, explore, filter, and manipulate data using appropriate Model Builder pre-defined activities. The user will also learn how to code variables to enrich the information available for modeling.

Participants will learn the fundamentals of Data Spiders (i.e. background, functionality, etc.). This lab-based, hands-on course will walk participants through the Data Spiders software by utilizing sample data. Participants will learn how to set up and run Data Spiders. The participants will also learn how to interpret the Data Spiders results.

Topics

- Modeling methodology
  - Formulate a plan
  - Choose the right tool
- Model Builder overview
  - The big picture
  - Project navigation
  - Getting started
  - Where to find help
- Reading and manipulating data
  - Accessing data
  - Exploring data
  - Preparing data
- Java for Model Builder
  - Generating variables
- Data spiders in Model Builder
  - Overview
  - Data Spiders algorithm
  - Preparing to use Data Spiders
  - Setting up a project
  - Running a project and evaluating results
- Concepts of scoring
  - Evaluation methods
  - Scoring definitions
  - Overview of scorecard building
- Auto fine binning
  - Overview
  - Character string / discrete numeric variables
  - Ordered numeric variables
- Auto coarse binning
  - Overview
  - Character string / discrete numeric variables
  - Ordered numeric variables
- Building scorecards on the known population (known good bad)
  - Conceptual approach
  - Manual variable selection

  - Automated variable selection
- Performance inference
  - Overview
  - Population flow example
  - Evaluating inference results
- Building scorecards on the through the door population (all good bad)
  - Conceptual approach
  - Score engineering
  - The penalty term
  - Fitting the scorecard
  - Scaling the scorecard
  - Evaluating scorecard performance
- Segmentation analysis theory
- Art algorithm and theory
- Setting up splitters
- Setting up segmentation activity
- Running activity and reviewing results
- Building and testing candidate schemes
- Selecting final segmentation scheme

Model Builder for Decision Trees

Course Name	Model Builder for Decision Trees
Duration	Sold only as an Add on
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Manager, Business Analyst, Modeler
Prerequisites	None
Required Skills	Intermediate Windows operating system skills

Course Description

In this session, participants will learn the fundamentals of Model builder for Decision Trees and work hands on with the software using sample data. Participants will learn how to prepare data for analysis, and specify target variables and performance measures. Techniques for visualizing data and comparing competing strategies will be discussed. Finally, participants will learn how to transfer the strategies defined using Model Builder for Decision Trees to other applications such as Blaze Advisor™, and TRIAD™, or export code for use with SQL or SAS.

Topics

- Overview of Model Builder for Decision Trees
- Before you build
  - Key decisions
  - Preparing the data
  - Defining variable properties
  - Setting treatments/actions
  - Options for growing trees and splitting branches
  - Lab exercises
- Strategy building: general tree structure
  - Lab exercises
- Evaluating the tree
  - Lab exercises
- Exporting the final product

Falcon™ Fraud Manager Case Manager for Analysts

Course Name	Falcon™ Fraud Manager Case Manager for Analysts
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for fraud analysis using the Falcon™ Fraud Manager (FFM) Analyst Workstation or the FFM Case Manager
Prerequisites	None
Required Skills	Ability to utilize a computer-based workstation

Course Description

This course is designed to provide the analyst with skills required to use the Falcon Fraud Manager (FFM) Analyst Workstation or the FFM Case Manager. The primary objective of this course is to provide a working knowledge of the interface functions needed for daily analyst use. Emphasis is on the case investigation process, selecting and reviewing potentially fraudulent transactions and assigning a status to a case. Students will also learn how to search and retrieve cases.

Topics

- Product overview
- Case management basics
- Workstation basics
- Assigning case status
- Finding cases

Falcon Fraud Manager Configuration Workstation

Course Name	Falcon Fraud Manager Configuration Workstation
Duration	1.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Supervisory and security personnel responsible for the management of the Falcon Fraud Manager (FFM) Configuration Workstation and the creation of fraud investigation operational procedures
Prerequisites	None
Required Skills	Ability to manage users of a computer based workstation and implement operational procedures

Course Description

This course is designed to provide the skills required to configure and manage the Analyst Workstation environment using the Configuration Workstation. Emphasis is placed on how changes to the configuration impact the case investigation process and analyst workflow. Additional topics of security, user and group maintenance, case distribution and reports are covered in detail.

Topics

- Product overview
- Analyst workstation for business planning
- Configuration workstation basics
- Customizing the analyst workstation
- Managing case distribution
- Falcon reports
- Security configuration

Falcon Fraud Manager Case Manager for Supervisors

Course Name	Falcon Fraud Manager Case Manager for Supervisors
Duration	1.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Supervisory and security personnel responsible for the case management and fraud investigation operational procedures using Falcon Fraud Manager (FFM).
Prerequisites	None
Required Skills	Ability to manage users of a computer based workstation and implement operational procedures

Course Description

This course is designed to provide the skills required to configure and manage the Falcon Fraud Manager (FFM) Analyst Workstation or Case Manager environment for Analysts using the advanced features in the Workstation/Case Manager. Emphasis is placed on how changes to the configuration impact the case investigation process and analyst workflow. Additional topics of security, user and group maintenance, case distribution and reports are covered in detail.

Topics

- Product overview
- Case management concepts
- Case management basics
- Case review
- User maintenance
- Workflow management
- Other administrative options
- Reports

Falcon Fraud Manager Rule Authoring Fundamentals

Course Name	Falcon Fraud Manager Rule Authoring Fundamentals
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of Falcon Fraud Manager (FFM) business rules
Prerequisites	None
Required Skills	Basic Windows operating system skills; ability to understand if/then and begin/end programming logic; general knowledge of Falcon Fraud Manager Workstation/Case Manager user functions

Course Description

This course provides the skills required to create and maintain Falcon Fraud Manager (FFM) business rules. Participants will learn how and when the rules impact transactions in their processing environment as well as how rules are implemented to create Falcon cases, send authorization responses, and how to track and use custom defined variables, or user attributes. The course focuses on rule syntax, constructs, validation and report interpretation. Each participant is required to design, author and implement several different types of rules in class.

Topics

- Falcon Expert overview
- Using the workstation
- Database dictionary
- Rule components
- User attributes and TransMemory/User-Defined Variables (UDVs)
- Reports

Falcon Fraud Manager Advanced Rule Authoring

Course Name	Falcon Fraud Manager Advanced Rule Authoring
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of Falcon Fraud Manager (FFM) business rules
Prerequisites	Falcon Fraud Manager Rule Authoring Fundamentals and six months experience using the product to write basic rules
Required Skills	Basic Windows operating system skills; understanding of and ability to write business rules using Falcon Fraud Manager (FFM) tools.

Course Description

This course provides techniques to enhance existing rule writing skills. Through case studies and exercises, participants will learn advanced rule language logic and syntax, rule implementation, execution, troubleshooting and common errors encountered by rule writers. This course also covers TransMemory/User-Defined Variables (UDV) rules and how to incorporate complex fraud trends into advanced Falcon rules.

Students are encouraged to bring their own rules to class. At the conclusion of the course, the instructor will review these rules with the student and provide insights for improvement.

Topics

- Rule writing reminders and best practices
- TransMemory/User-Defined Variable rules
- Advanced rule techniques
- Rule authoring workshop

Falcon Fraud Manager 4.x to 5.2cm Upgrade Training

Course Name	Falcon Fraud Manager Case Manager Workstation for Supervisors
Duration	3 days
Delivery Method	Classroom, instructor-led. This course consists of a combination of lecture, hand-on exercises and Q&A sessions.
Audience	Supervisory and security personnel responsible for the management of the Falcon Fraud Manager Case Manager Workstation and the creation of fraud investigation operational procedures.
Prerequisites	Familiarity with the Falcon Fraud Manager 4.x Case Manager
Required Skills	Ability to manage users of a computer based workstation and implement operational procedures.

Course Description

This course is designed to familiarize users with the enhancements of the Falcon Fraud Manager 5.2cm Case Manager. The primary objective of this course is to demonstrate the new web-based interface, discuss the search features, work with transaction tagging and use the create case functionality. This course also familiarizes supervisors with the new configuration and Enum editor. The new queue editor, new hotlist functionality, and the image and letter editors are demonstrated. Additional Case Manager workstation topics of user maintenance and reports, are covered.

The course also offers new enhancements to Falcon Expert rules including the new Lookup() function. A review of practical rule language usage and TransMemory is also included with this training.

Topics

- Case Management Basics
  - Navigating the web-based Case Manager
  - Using Help
  - Messaging
  - Changing your Password
  - Changing the Stylesheet
- Case Review
  - Navigating the Case Screen
  - Using Search Criteria in Manual Mode
  - Entering Comments
  - Using Email Templates
  - Tagging a Transaction
  - Printing and Exporting Case Data
  - Creating a Case
  - Finding a Case
- User Maintenance
  - Maintaining Users &Groups
  - Group & User Relationship
  - Adding a New User
  - Changing and Deleting User Accounts
  - Disabling User Accounts
  - Viewing User Privileges
  - Resetting Cases in Use
  - Creating Groups
  - Defining Group Permissions
  - Assigning Queues to Groups
  - Prioritizing Queue Assignments
  - Creating Group Hierarchy
  - Modifying and Deleting Groups
  - Deleting Groups
  - Assigning a User to a Group
- Workflow Management
  - Case Queues Defined

- Field Assignments
- Search Criteria
- Sorting Cases in a Queue
- Testing Queues
- Assigning Queues to Groups
- Prioritizing Queue Assignments
- Modifying and Deleting Queues
- Switching to Manual Editing
- New Admin Features
  - Hotlist Editor
  - Image Panel
  - Mail Templates
  - Configuration Screens
  - Enum Editor
  - Log Viewer
- Falcon Reports
  - Reports
  - 4.x to 5.2c Reporting Differences
  - Generating Reports
  - Printing and Exporting
- Falcon Expert New Features and Review
- Rule Components Review
- Case Rules vs. Auth Rules
- Using the Lookup Function
- User attributes and TransMemory Review
- Queue Creation Review

Falcon Fraud Manager 4.x to 5.2cm Upgrade Training WEB

Course Name	Falcon Fraud Manager Case Manager Workstation for Supervisors
Duration	4 hours
Delivery Method	Web. The course consists of a lecture, demonstration and a Q&A session.
Audience	Supervisory and security personnel responsible for the management of the Falcon Fraud Manager Case Manager Workstation and the creation of fraud investigation operational procedures.
Prerequisites	Familiarity with the Falcon Fraud Manager 4.x Case Manager
Required Skills	Ability to manage users of a computer based workstation and implement operational procedures.

Course Description

This course is designed to familiarize users with the enhancements of the Falcon Fraud Manager 5.2c Case Manager. The primary objective of this course is to demonstrate the new web-based interface, discuss the search features, transaction tagging and the Create Case functionality. Additionally, this course familiarizes supervisors with the new configuration and Enum editor. Also demonstrated are the new queue editor, new hotlist functionality, and the image and letter editors. Additional topics of user maintenance and reports are covered.

Topics

- Case Management Basics
- Case Review
- User Maintenance
  - Maintaining Users
  - Maintaining Groups
- Workflow Management
- New Admin Features
- Falcon Reports
  - 4.x to 5.2c Reporting Differences
  - Generating Reports
  - Printing & Exporting Reports

Falcon Fraud Manager Rules Fundamentals and Advanced Rules Accelerated

Course Name	Falcon Fraud Manager Rules Fundamentals and Advanced Rules Accelerated
Duration	4 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of Falcon Fraud Manager rules. Ideal candidate is someone who is self-taught with six months experience writing basic rules in Falcon but who has never been formally trained by FICO.
Prerequisites	Falcon Fraud Manager (Expert) Rule Authoring Fundamentals (5.x Java only) and six months experience writing basic rules
Required Skills	Basic Windows operating system skills; understanding of and ability to use if/then and begin/end programming logic; general knowledge of Falcon Fraud Manager Workstation/Case Manager user functions

Course Description

This course provides the skills required to create, maintain, and enhance Falcon Fraud Manager rules. Participants will learn how the Falcon Fraud Manager processing environment is implemented in their corporate environment. The course focuses on rule syntax, constructs, testing and Performance Statistic Report interpretation.

Through case studies and exercises, participants will also learn advanced rule language logic and syntax, rule implementation, execution, troubleshooting and common errors encountered by rule writers. This course covers TransMemory/User-Defined Variable (UDV) rules and how to incorporate fraud trends into Falcon rules. Each participant is required to design, author and implement rules in class.

Students are encouraged to bring a printout of their own rules to class for the rule writing workshop. This provides attendees with an opportunity to apply knowledge of what they've learned in class to their existing rules.

Topics

- Fundamental best practices
- Advanced best practices
- Advanced rule techniques
- Rule authoring workshop

Falcon Fraud Manager 6 Case Manager for Analysts

Course Name	Falcon™ Fraud Manager 6 Case Manager for Analysts
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for fraud analysis using the Falcon™ Fraud Manager 6 (FFM) Analyst Workstation or the FFM Case Manager
Prerequisites	None
Required Skills	Ability to utilize a computer-based workstation

Course Description

This course is designed to provide the skills required work cases in the FICO Fraud Manager Case Manager Workstation. The primary objective of this course is to teach fraud operations personnel how to work cases using the fraud strategy and operational procedures created by Fraud Managers and Supervisory personnel. Case review, case linking, case forwarding and case dispositioning are discussed.

Topics

- Case Management Concepts
  - Understanding Falcon Cases
  - Case Status vs. Case Aging
  - Understanding Queues
- Case Management Basics
  - Logging On
  - Navigating the Case Manager
  - Using Help
  - Using Broadcast Messaging
  - Changing your Password
- Case Review
  - Case Review Process
  - Navigating the Case Screen
  - Entering Comments
  - Scheduling Follow-up Events
  - Dispositioning a Case
  - Tagging a Transaction
  - Printing and Exporting Case Data
  - Saving Case Data
  - Finding a Case
  - Using Create Case

Falcon Fraud Manager 6 Case Manager for Supervisors

Course Name	Falcon™ Fraud Manager 6 Case Manager Workstation for Supervisors
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Supervisory personnel responsible for the management of the Falcon Fraud Manager Case Manager Workstation and the creation of fraud investigation operational procedures.
Prerequisites	None
Required Skills	Ability to manage users of a computer based workstation and implement operational procedures.

Course Description

This course is designed to provide the skills required to configure and manage the FICO Fraud Manager Case Manager Workstation. The primary objective of this course is to teach fraud operations management and supervisory personnel how to implement their fraud strategy and operational procedures using the Falcon 6.0 Case Manager functionality. Case review, linking, forwarding, as well as case dispositioning with respect to how fraud teams will review and status cases is discussed.

In this course, emphasis is also placed on how queues, screen configuration, hotlists and letters impact the case investigation process. Additional topics of user maintenance, using the Dashboard and working with reports are also discussed in this class.

NOTE: *Topics denoted with a* ***** *indicate overlap from Case Manager for Analysts.*

Topics

- Case Management Concepts *
- Case Review *
- Find and Create Case *
- Worfkow Management (Work Queues)
- User Maintenance and Roles
- Using Hotlists
- Managing Templates
- Grid Configuration
- Reporting

Falcon Fraud Manager 6 Expert Rule Authoring

Course Name	Falcon™ Fraud Manager 6 Expert Rule Authoringr Supervisors
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of Falcon Fraud Manager rules
Prerequisites	Falcon Fraud Manager Case Manager training or an understanding of Falcon Fraud Manager Case Manager is recommended.
Required Skills	Basic Windows operating system skills

Course Description

This course provides the skills required to create and maintain Falcon Fraud Manager rules. Participants will lean how rules are implemented to create Falcon cases, send authorization responses and to track and use custom user-defined variables.

Students will learn the two rule writing methodologies: structured and free-form. With hands-on practice, students will become skilled at writing fraud rules using both methods. Additional concepts such as interpreting rule error messages, using version control and working with advanced rule language (i.e. functions) is also discussed in this course. Rule administration including rule validation, activating a rule, promoting rulesets and deploying the rule projects are also discussed.

Topics

- Falcon Rules Overview
- The role of rule bases, rules, and order of execution
- Accessing Rules
- Using Datafields in Rule Writing
- Writing Structured Rules
- Rule Language for Writing Free-form Rules
- Common rule errors
- Creating User-Defined Variables
- Advanced Rule Authoring Concepts
- Additional Rule Editor Features (e.g., version control)

Insurance Fraud Manager Investigative Case Management

Course Name	Insurance Fraud Manager Investigative Case Management
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	The training is intended for Investigators and Managers responsible for identifying suspicious entities and conducting detailed investigations to ultimately build a case for recoveries and/or prosecution in the event of fraud. This course is also recommended for nurses and data analysts.
Prerequisites	None
Required Skills	

Course Description

This course is designed to provide the necessary skills for Investigators to use Insurance Fraud Manager's Case Management functionality to facilitate detailed investigations on suspicious entities such as providers or pharmacies. Participants will learn about how the Insurance Fraud Manager scoring models determine which entities are suspicious, how to review the various reports to determine which suspects to investigate, and the workflow tasks associated with detailed investigations.

Topics

- IFM System Overview
- Home Page Overview
- Using Suspect Reports
- Investigative Case Management

Insurance Fraud Manager Transactional Claims Review

Course Name	Insurance Fraud Manager Transactional Claims Review
Duration	4 hours – sold as an add-on to other IFM training
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	The training is intended for Claims Reviewers and Supervisors responsible for applying manual decisions to suspicious claims. This course is also recommended for new users, fraud investigators, nurses, data analysts, and managers.
Prerequisites	None
Required Skills	

Course Description

This course is designed to provide the necessary skills for Claims Reviewers to use the Claims Review Summary screen and related reports to determine whether suspicious claim lines should be paid, denied, or forwarded for additional review. Participants will learn about how the Insurance Fraud Manager scoring models determine which claim lines to review, and how to assign a decision to each suspicious claim line

Topics

- IFM System Overview
- Home Page Overview
- Claims Review

Insurance Fraud Manager System Administration

Course Name	Insurance Fraud Manager System Administration
Duration	1 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	The training is intended for Systems Administrators and Managers responsible for maintaining user accounts, access permissions, workflows, and customizations including codes, lists and document templates in IFM.
Prerequisites	None
Required Skills	

Course Description

This course is designed to provide the necessary skills for Managers and System Administrators to use Insurance Fraud Manager's Administrative functionality to manage users, security, permissions, workflows, and customizations. Participants will also learn about how the Insurance Fraud Manager scoring models determine which claims and entities are suspicious enough to review using IFM.

Topics

- IFM System Overview
- User Maintenance and Security
- Managing Workflow with Queues
- Configuring Customizations
- Maintaining Document Templates
- Working with FICO Product Support

Revenue/Network Assurance Case Manager for Analysts

Course Name	Revenue/Network Assurance Case Manager for Analysts
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for fraud analysis using the Revenue or Network Assurance Case Manager
Prerequisites	None
Required Skills	Ability to utilize a computer-based workstation

Course Description

This course is designed to provide the analyst with skills required to use the Revenue or Network Assurance Case Manager. Emphasis is on the case investigation process, selecting and reviewing potentially fraudulent transactional detail records and assigning a status to a case. Students will also learn how to search and retrieve cases.

Topics

- Product overview
- Case manager basics
- Case manager interface
- Case review
- Finding cases

Revenue/Network Assurance Case Manager for Supervisors

Course Name	Revenue/Network Assurance Case Manager for Supervisors
Duration	1.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for configuration, administration and management of fraud analysis using the Revenue or Network Assurance Case Manager
Prerequisites	Revenue/Network Assurance Case Manager for Analysts
Required Skills	Ability to utilize a computer-based workstation

Course Description

This course is designed to provide the skills required to configure and manage the Revenue or Network Assurance Case Manager environment for Analysts using the advanced features in the Case Manager. Emphasis is placed on how changes to the configuration impact the case investigation process and analyst workflow. Additional topics of security, user and group maintenance, case distribution and reports are covered in detail.

Topics

- Reports
- User maintenance
- Workflow management
- Screen display configuration
- Other administrative options

Rule Editor 5.5 Fundamentals

Course Name	Rule Editor 5.5 Fundamentals
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of business rules using Rule Editor 5.5
Prerequisites	None
Required Skills	Basic Windows operating system skills; ability to understand if/then and begin/end programming logic; general knowledge of Case Manager user functions

Course Description

This course provides the skills required to create and maintain business rules. Participants will learn how and when the business rules impact transaction records in their processing environment as well as how rules are implemented to create cases, and how to track and user defined courtesy variables. The course focuses on rule syntax, constructs, and validation. Each participant is required to design, author and implement different types of rules in class.

Topics

- System overview
- System processing flow
- Rule language
- Anomalies
- Courtesy variables
- Writing business rules

Falcon ID Case Manager for Analysts

Course Name	Falcon ID Case Manager for Analysts
Duration	.5 day
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Analysts responsible for the review and disposition of cases using the Falcon ID Case Manager.
Prerequisites	None
Required Skills	Ability to manage users of a computer-based workstation and implement operational procedures

Course Description

This course is designed to provide the analyst with skills required to use the Falcon ID Case Manager. Emphasis is on the case investigation process, selecting and reviewing potentially fraudulent cases and assigning a status to a case. Students will also learn how to search and retrieve cases.

Topics

- Falcon ID overview
- Workstation basics
- Case review
- Creating a case
- Finding applications

Falcon ID Case Manager for Supervisors

Course Name	Falcon ID Case Manager for Supervisors
Duration	1.5 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Supervisory personnel responsible for the configuration and use of the Falcon ID Case Manager for Analysts and the creation of fraud investigation operational procedures
Prerequisites	Falcon ID Case Manager for Analysts
Required Skills	Ability to manage users of a computer-based workstation and implement operational procedures

Course Description

This course is designed to provide the skills required to configure and manage the Case Manager environment for Analysts using the advanced features in the Falcon ID Case Manager. The primary objective of this course is to teach managers how to implement their fraud strategy and operational procedures using the Falcon ID Case Manager interface. Emphasis is placed on how changes to the workstation configuration impact the case investigation process and analyst workflow. Additional topics of user and group maintenance, case distribution and reports are covered in detail.

Topics

- Falcon ID overview
- User maintenance
- Workflow management
- Creating and sending messages
- Configuration Editor
- Reports

Falcon ID Rule Authoring Fundamentals

Course Name	Falcon ID Rule Authoring Fundamentals
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of Falcon ID rules
Prerequisites	None
Required Skills	Basic Windows operating system skills; ability to understand if/then and begin/end programming logic; general knowledge of Falcon ID Case Manager user functions

Course Description

This course provides the skills required to create and maintain Falcon ID rules. Participants will learn how and when the Falcon ID rules impact data records in their processing environment, as well as how rules are implemented to create Falcon ID cases. Students will also learn about the different rule paradigms available for rule authoring in Falcon ID. Other topics include rule validation, activation, promotion, and deployment as well as the use of functions and reports.

Topics

- Rule editor basics
- Using data objects and properties
- Blaze SRL and native rules
- Reports

eFalcon Policy Management Workstation (PMW)

Course Name	eFalcon Policy Management Workstation (PMW)
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the creation, modification and management of the eFalcon Policy Management Workstation
Prerequisites	None
Required Skills	Basic Windows operating system skills; ability to understand if/then and begin/end programming logic

Course Description

This course provides the skills required to administer, configure and manage the environment for eFalcon policies using the Policy Management Workstation (PMW) as well as how to author the various types of policies using the workstation. Participants will learn how and when the eFalcon rules impact transaction records in their processing environment, as well as how rules are implemented to alert suspicious activities. Each participant is required to design, author and implement different types of rules in class.

Topics

- eFalcon overview
- Workstation basics
- Administrative procedures
- Rule bases
- Rules introduction
- Negative files
- Velocity rules
- Using test, challenger, champion
- Performance reporting

Capstone® Decision Manager for Consumer Credit

Course Name	Capstone® Decision Manager for Consumer Credit
Duration	3 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the implementation and support of business logic using Capstone Decision Manager for Consumer Credit
Prerequisites	None
Required Skills	Ability to analyze business requirements into logical statements using mathematical functions and conditional operators

Course Description

This course is designed to provide the skills required to configure, implement and manage an organization's credit policy using Capstone® Decision Manager for Consumer Credit. Students will learn how to implement policy and workflow through the manipulation of lookup tables. Emphasis is placed on the data model and how the status map is implemented. Additional topics covering calculation, rule and rule base structure are added to enhance the understanding of how lookup table values are utilized by the Capstone Decision Manager system.

Topics

- Capstone® Decision Manager for consumer credit overview
- Status map
- Lookup tables
- Custom processing
- Security
- Libraries
- Queues
- Data model
- Calculations structure
- Rules structure
- Rule base structure
- Browse configuration

Capstone Decision Manager Configuration Workstation

Course Name	Capstone Decision Manager Configuration Workstation
Duration	3 days (Note: course will take 4 days if a translator is used)
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for implementing and maintaining credit policy using Capstone Decision Manager Configuration Workstation
Prerequisites	None
Required Skills	Intermediate Windows operating system skills; ability to analyze credit policy and convert into mathematical formulas and rule constructs

Course Description

This course provides the skills required to configure, implement and manage an organization's credit policy using the Capstone Decision Manager Configuration Workstation. Participants will learn how to deploy policy and workflow by designing and testing calculations, rules, rule bases and decision processes. The course also covers data model relationships and their role in calculation and rule development. Additional topics include libraries, security, standards and the configuration browser.

Topics

- Configuration Workstation overview
- Security
- Data model
- Configuration concepts
- Defining a status map
- Libraries
- Calculations
- Rules
- Rule bases
- Decision processes
- Implementing the status map
- Configuration browser
- Standards

Capstone Decision Manager System Level I

Course Name	Capstone Decision Manager System Level I
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the implementation and maintenance of Capstone Decision Manager. This includes systems and database personnel as well as key business users.
Prerequisites	Capstone Decision Manager: Introduction
Required Skills	Basic UNIX, SQL and intermediate Windows operating system skills

Course Description

This course is designed to teach students how to design and implement the Capstone® Decision Manager Server in a UNIX environment. Participants will design and deploy a Capstone Decision Manager status and UNIX process map, create a data model, define configuration file declarations, start and stop the Capstone Decision Manager Server, and import/export application data. Considerable emphasis is placed on the process map, system/client tables and the storage of data using the binary large object.

Notes

This course requires one day of on-site set-up by the FICO technical instructor prior to the course. This time is used to build a custom network and configurations for the students. Capstone Decision Manager System Level I is a prerequisite for CSL410, Capstone Decision Manager System Level II.

Topics

- Status map definition
- Data modeling
- UNIX host setup activities
- Oracle service name setup
- Capstone table creation
- NT client setup
- Capstone table declarations
- Configuration workstation installation
- Verification of the data model
- Replicating the Oracle schema
- Process map design
- Creating import standards
- Creating processes using configuration workstation
- Initial UNIX setup tasks
- Capstone UNIX process configuration files
- Capstone runtime environment
- Importing an application using the Capstone Decision Manager Server
- Binary large objects

Capstone Decision Manager System Level II

Course Name	Capstone Decision Manager System Level II
Duration	2 days
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for the implementation and maintenance of Capstone Decision Manager. This includes systems and data base personnel as well as key business users.
Prerequisites	Capstone Decision Manager Systems Level I
Required Skills	Basic UNIX, SQL and intermediate Windows operating system skills

Course Description

This course is a continuation of the Capstone Decision Manager System Level I training. Participants will learn how to implement a data model containing child objects, import a data stream into multiple objects, reverse engineer a Capstone Decision Manager implementation, describe Capstone Decision Manager data flow at the UNIX process level and review the use of all Capstone Decision Manager database tables. Additional topics covering MQ Series and TCP interfaces, and other utilities are added to enhance the understanding of how to support Capstone Decision Manager.

Notes

This course is intended to immediately follow the Capstone Decision Manager System Level I course. In Capstone Decision Manager System Level II, students will use the Capstone Decision Manager Server configured in Level I. If this course is requested independently of System Level I, the FICO instructor will require two days on-site prior to the course to build a custom network and configurations for the students.

Topics

- Data modeling with child objects
- Data streams with child objects
- Reverse engineering a Capstone Decision Manager implementation
- Data flow mechanics
- TCP export interfaces
- The Capstone Decision Manager database schema
- MQ Series overview
- Adding MQ interfaces
- Capstone Decision Manager Information Server overview
- TRACE_CALLPROFILE utility
- Capstone Decision Manager utilities

Capstone Decision Accelerator Configuration Management

Course Name	Capstone Decision Accelerator Configuration Management Workstation
Duration	3 days (Note: course will take 4 days if a translator is used)
Delivery Method	Classroom. The course consists of a combination of lecture, hands-on labs and group discussions.
Audience	Personnel responsible for implementing and maintaining credit policy using Capstone Decision Accelerator Strategy Management Workstation
Prerequisites	None
Required Skills	Intermediate Windows operating system skills; Ability to analyze credit and risk policy and convert into rule constructs and formulas; Basic knowledge of data models

Course Description

This course provides the skills required to configure, implement and manage an organization's credit policy using the Capstone Decision Accelerator Strategy Management Workstation. Participants will learn how to deploy policy and workflow by designing and testing categories, products, strategies, rulesets, rules, data methods, decision trees and tables. The course also covers data model relationships and their role in rule and data method development.

Topics

- Capstone Decision Accelerator overview
- Strategy Management Workstation introduction
- Categories
- Products
- Rulesets
- Rules
- Data model
- Data method fundamentals
- Decision trees
- Decision tables
- Product strategy decision flow
- Champion and challenger strategies
- User administration

about FICO

FICO (NYSE:FIC) transforms business by making every decision count. FICO's Decision Management solutions combine trusted advice, world-class analytics and innovative applications to give organizations the power to automate, improve and connect decisions across their business. Clients in 80 countries work with FICO to increase customer loyalty and profitability, cut fraud losses, manage credit risk, meet regulatory and competitive demands, and rapidly build market share. FICO also helps millions of individuals manage their credit health through the *www.myFICO.com* website. Learn more about FICO at *www.fico.com*.

For more information	US toll-free	International	email	web
	+1 888 342 6336	+44 (0) 207 940 8718	info@fico.com	www.fico.com

2269WP 08/09 PDF